National Home Inspector Examination

EBPHI

NATIONAL HOME INSPECTOR EXAMINATION HANDBOOK

EXAMINATION BOARD OF PROFESSIONAL HOME INSPECTORS®, INC.

The Examination Board of Professional Home Inspectors (EBPHI) is an independent, not-for-profit corporation founded in 1999. EBPHI's mission is "to establish the standard of competence for home inspectors and to enhance consumer confidence in home inspection professionals." The National Home Inspector Examination (NHIE) addresses this mission by encouraging regulatory bodies in state and local governments, as well as professional membership organizations, to adopt the National Home Inspector Examination for competency assessment.

HOME INSPECTOR REGULATION

Administration of the NHIE ensures that home inspection professionals meet basic knowledge and practice requirements for purposes of regulation. Successful completion of the examination answers the needs of the public, government and home inspectors.

At publication of this Handbook, there were sixteen states using the National Home Inspector Examination to assess competence for purposes of public protection legislation. In addition, other jurisdictions and professional home inspector membership organizations may require or accept the NHIE.

For information about home inspection laws and regulations, see EBPHI's website at www.homeinspectionexam.org.

THE NATIONAL HOME INSPECTOR EXAMINATION®

The NHIE is based on a formal role delineation study that defines the profession as practiced in the field. Home inspector subject matter experts from a variety of practice specialties and geographic areas contribute to the study, and home inspectors from throughout the nation then review the study via a statistically valid survey. The resulting content areas and their associated knowledge and skill requirements serve as the "blueprint" for the National Home Inspector Examination.
This examination development methodology is in accordance with accepted psychometric standards for a "high stakes" public protection examination. These standards are promulgated by organizations such as the American Education Research Association (AERA), the National Council for Certifying Agencies (NCCA), the American Psychological Association (APA) and the Equal Employment Opportunity Commission (EEOC).

EXAMINATION PREPARATION

To assist you in preparing for the National Home Inspector Examination, this Handbook provides details about the exam, the Content Overview of the test, and sample questions and answers. A fifty-item sample test is also available online at www.homeinspectionexam.org ($50.00).

There are 200 multiple choice questions on the NHIE. Of those items, 175 are scored and 25 are being field tested and are therefore unscored. Four hours are allowed to complete the test.

Each question offers a choice of four answers. There is a single correct answer for each question, although some questions have options which may be partially correct. Examinees are to select the BEST answer to each question.

Questions test the knowledge and skills required in four content areas or domains. These domains are listed below, with the percentage of questions on the exam for each:

- Domain 1,27% : Inspection Methods
- Domain 2, 42%: Building systems, including exterior, structural, roofing, electrical, heating and cooling, insulating and ventilating, plumbing, interior, and fireplace and chimney systems
- Domain 3, 26%: Reporting
- Domain 4, 5%: Professional Practice

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CONTENT OUTLINE

The National Home Inspector Examination is based on a formal role delineation study that defines the profession as practiced in the field. Home inspector subject matter experts from a variety of practice specialties and geographic areas contributed to the study, and home inspectors from throughout the nation then reviewed the study via a statistically valid survey. The resulting content areas and their associated knowledge and skill requirements serve as the "blueprint" for the National Home Inspector Examination. The percentage of questions on the exam for each content area is indicated below.

This document, based on the role delineation study, is intended to provide home inspectors with topics for study that may appear on the *National Home Inspector Examination*. The contents of this document are neither a complete listing of all topics covered by the examination nor all skills necessary to perform a competent inspection.

I. Inspection Methods (27%)

Task 1: Sensory Observation

Seeing, smelling, touching, and hearing observed components during the course of inspections.

a. Exterior systems
b. Structural systems
c. Roofing systems
d. Electrical systems
e. Heating and cooling systems
f. Insulating and ventilation systems
g. Plumbing systems
h. Interior systems
i. Fireplace and chimney systems

Task 2: Measurement Methods

Using instruments to determine or quantify conditions.

a. Exterior systems
b. Structural systems
c. Roofing systems
d. Electrical systems
e. Heating and cooling systems
f. Insulating and ventilation systems
g. Plumbing systems
h. Interior systems
i. Fireplace and chimney systems

Task 3: Additional Methods

Using probes, disassembly, or other processes to determine the condition of not-readily-accessible systems and components.

a. Exterior systems
b. Structural systems
c. Roofing systems
d. Electrical systems
e. Heating and cooling systems
f. Insulating and ventilation systems
g. Plumbing systems
h. Interior systems
i. Fireplace and chimney systems

II. Building Systems (42%)

Task 1: Exterior Systems

a. Vegetation, grading, drainage, and retaining walls
    1. Common retaining wall types, materials, applications, installation methods, construction techniques, and clearance requirements
    2. Common grading/drainage system types, materials, applications, installation methods, and construction techniques
    3. Typical defects
    4. Typical vegetation and landscape conditions and maintenance practices and how they may affect the building
    5. Maintenance concerns and procedures
    6. Safety issues, applicable standards, and appropriate terminology
b. Driveways, patios, and walkways
    1. Common types, materials, applications, installation methods, and construction techniques
    2. Typical defects
    3. Maintenance concerns and procedures
    4. Safety issues, applicable standards, and appropriate terminology
c. Decks, balconies, stoops, stairs, steps, porches, and applicable railings
    1. Common types, materials, applications, installation methods, and construction techniques

2. Typical defects (e.g., flashing, attachment issues, railing)
3. Maintenance concerns and procedures
4. Safety issues, applicable standards, and appropriate terminology

d. Wall cladding, flashing, trim, eaves, soffits, and fascia
1. Common types (e.g. plywood, aluminum cladding, step flashing, composite siding, SIPS, EIFS)
2. Typical defects (e.g., nailing, water absorption)
3. Appropriate tools and their uses (e.g., probe, awl, moisture meter)
4. Maintenance concerns and procedures

a. Foundation
1. Common foundation types, materials, applications, installation methods, and construction techniques
2. Typical foundation system modifications, repairs, upgrades, and retrofits methods and materials
3. Common foundation conditions and defects (e.g., cracks, settlement) and their common causes and effects
4. Soil types and conditions and how they affect foundation types
5. Applied forces and how they affect foundation systems (e.g., wind, seismic, loads)
6. Safety issues, applicable standards, and appropriate terminology

b. Floor structure
1. Common floor system types (e.g., trusses, concrete slabs), materials, applications, installation methods, and construction techniques
2. Typical modifications, repairs, upgrades, and retrofits methods and materials
3. Typical defects (e.g., improper cuts and notches in structural members)
4. Limitations of framing materials (e.g., span)
5. Applied forces and how they affect floor systems (e.g., wind, seismic, loads)
6. Safety issues, applicable standards, and appropriate terminology

c. Walls and vertical support structures
1. Common types, materials, applications, installation methods, and construction techniques
2. Typical modifications, repairs, upgrades, and retrofits methods and materials
3. Typical defects
4. Seismic and wind-resistant construction methods and hardware
5. Fire blocking
6. Safety issues, applicable standards, and appropriate terminology

d. Ceilings
5. Safety issues, applicable standards, and appropriate terminology

e. Exterior doors and windows
1. Common door and window types, materials, applications, installation methods, and construction techniques
2. Typical defects
3. Appropriate tools and their uses (e.g., probe, awl, moisture meter)
4. Safety issues, applicable standards, appropriate terminology, and glazing requirements (e.g., egress requirements)

Task 2: Structural Systems
1. Common ceiling structure types, materials, applications, installation methods, and construction techniques
2. Acceptable truss and ceiling structural-member modifications, repairs, upgrades, and retrofits methods and materials
3. Typical defects
4. Limitations of framing materials (e.g., span)
5. Applied forces and how they affect ceiling structures (e.g., wind, seismic, loads)
6. Safety issues, applicable standards, and appropriate terminology

Task 3: Roofing Systems
a. Roofs
1. Common roof structure types, materials, applications, installation methods, and construction techniques
2. Typical roof structure modifications, repairs, upgrades, and retrofits methods and materials
3. Typical defects
4. Limitations of framing materials (e.g., span)
5. Seismic and wind-resistant construction and hardware
6. Insufficient ventilation and how it affects roof structures
7. Applied forces and how they affect roof structures (e.g., wind, seismic, loads)
8. Cathedral ceilings and how they affect roof framing
9. Maintenance concerns and procedures

b. Roof covering
1. Common roof-covering types, materials, applications, installation methods, construction techniques, and manufacturing requirements
2. Typical roof covering repair methods and materials
3. Typical defects
4. Characteristics of different roofing materials
5. Deck and sheathing requirements for different types of roof coverings

6. Maintenance concerns and procedures
7. Safety issues, applicable standards, and appropriate terminology

c. Roof drainage systems
1. Common drainage system types, materials, applications, installation methods, and construction techniques
2. Typical modifications, repairs, upgrades, and retrofits methods and materials
3. Typical defects (e.g., ponding, improper slopes, disposal of water run-off)
4. Maintenance concerns and procedures
5. Safety issues, applicable standards, and appropriate terminology

d. Flashings
1. Common types, materials, applications, installation methods, and construction techniques
2. Typical defects
3. Purpose of roof flashing
4. Maintenance concerns and procedures
5. Safety issues, applicable standards, and appropriate terminology

e. Skylights and other roof penetrations
1. Common skylight and other roof penetration types, materials, applications, installation methods, and construction techniques
2. Typical defects
3. Maintenance concerns and procedures
4. Safety issues, applicable standards, and appropriate terminology

Task 4: Electrical Systems

a. Service drop of service lateral, service equipment, and service grounding
1. Common types, materials, applications, installation methods, and construction techniques
2. Typical modifications, repairs, upgrades, and retrofits methods and materials
3. Typical defects (e.g., water and rust in panel equipment, height)
4. Electrical service capacity
5. Service grounding and bonding
6. Maintenance concerns and procedures
7. Safety issues, applicable standards, and appropriate terminology

b. Interior components of service panels and subpanels
1. Common types, materials, applications, installation methods, and construction techniques
2. Typical modifications, repairs, upgrades, and retrofits methods and materials
3. Typical defects
4. Main disconnects
5. Panel grounding and subpanel neutral isolation
6. Panel wiring
7. Overcurrent protection devices
8. Function of circuit breakers and fuses
9. Maintenance concerns and procedures
10. Inspection safety procedures
11. Safety issues, applicable standards, and appropriate terminology

c. Wiring systems
1. Common types, materials, applications, and installation methods
2. Typical modifications, repairs, upgrades, and retrofits methods and materials
3. Typical defects
4. Problems with aluminum wire
5. Obsolete electrical wiring system
6. Maintenance concerns and procedures
7. Safety issues, applicable standards, and appropriate terminology

a. Devices, equipment, and fixtures (e.g., switches, receptacles, lights)
1. Common types, materials, applications, installation methods, and construction techniques
2. Typical modifications, repairs, upgrades, and retrofits methods and materials
3. Typical defects
4. Equipment grounding
5. Wiring, operation, location of typical devices and equipment (e.g., air conditioners, GFCI, arc fault)
6. Maintenance concerns and procedures
7. Safety issues, applicable standards, and appropriate terminology

Task 5: Heating and Cooling Systems

a. Heating and cooling
1. Typical defects
2. Theory of refrigerant cycle (latent and sensible heat)
3. Theory of heat transfer and how it takes place in different heating system types
4. Theory of equipment sizing
5. Methods of testing the systems
6. Performance parameters
7. Condensate control and disposal
8. Byproducts of combustion, their generation, and how and when they become a safety hazard
9. Maintenance concerns and procedures
10. Safety issues, applicable standards, and appropriate terminology

b. Distribution systems
1. Common distribution system types, materials, applications, installation methods, and construction techniques
2. Typical defects
3. Methods of testing the system
4. Maintenance concerns and procedures
5. Safety issues, applicable standards, and appropriate terminology

c. Venting systems
    1. Common venting system types, materials, applications, installation methods, and construction techniques
    2. Typical defects
    3. Theory of venting
    4. Equipment sizing
    5. Safety issues, applicable standards, and appropriate terminology

Task 6: Insulating and Ventilating Systems

a. Thermal insulation
    1. Common thermal insulation types, materials, applications, installation methods, and construction techniques
    2. Typical defects
    3. Theory of heat transfer and energy conservation
    4. Performance parameters (e.g., R-value)
    5. Maintenance concerns and procedures
    6. Safety issues, applicable standards, and appropriate terminology

b. Moisture management
    1. Common vapor retarder types, materials, applications, installation methods and construction techniques
    2. Typical defects
    3. Theory of moisture generation and movement
    4. Performance parameters
    5. Vapor pressure and its effects
    6. Theory of relative humidity
    7. Effects of moisture on building components, occupants, and indoor air quality
    8. Moisture control systems
    9. Appearance or indications of excessive moisture
    10. Likely locations for condensation to occur
    11. Maintenance concerns and procedures
    12. Safety issues, applicable standards, and appropriate terminology

c. Ventilation systems of attics, crawl spaces, roof assemblies, and interior spaces
    1. Common types, materials, applications, installation methods and construction techniques
    2. Typical ventilation defects and how they affect buildings and people
    3. Theory of air movement
    4. Theory of relative humidity
    5. Air movement in building assemblies
    6. Inter-dependence of mechanical systems and ventilation systems
    7. Appliance vent systems requirements (e.g., dryers, range hoods)
    8. Screening, sizing, and location requirements for vent openings
    9. Maintenance concerns and procedures
    10. Safety issues, applicable standards, and appropriate terminology

Task 7: Plumbing Systems

a. Water supply distribution system
    1. Common water distribution types, materials, applications, installation methods, and construction techniques
    2. Typical modifications, repairs, upgrades, and retrofits methods and materials
    3. Typical defects (e.g., cross-connection, back flow)
    4. Common water pressure/flow problems and how they affect the water distribution system
    5. Pipe deterioration issues (e.g., PVC, galvanized, brass)
    6. Maintenance concerns and procedures
    7. Safety issues, applicable standards, and appropriate terminology

b. Fixtures and faucets
    1. Common fixture and faucet types, materials, applications, installation methods, and construction techniques
    2. Typical modifications, repairs, upgrades, and retrofits methods and materials
    3. Typical defects (e.g., cross-connection, back flow)
    4. Maintenance concerns and procedures
    5. Safety issues, applicable standards, and appropriate terminology

c. Drain, waste, and vent systems
    1. Common types, materials, applications, installation methods, and construction techniques
    2. Typical modifications, repairs, upgrades, and retrofits methods and materials
    3. Typical defects
    4. Theory and usage of traps and vents
    5. Acceptable piping, materials, and applications
    6. Indications of defective venting or drain slope
    7. Identification of public or private disposal (when possible)
    8. Joining dissimilar pipe materials
    9. Proper support spacing
    10. Maintenance concerns and procedures
    11. Safety issues, applicable standards, and appropriate terminology

d. Water heating systems
    1. Common types, materials, applications, installation methods, and construction techniques (e.g., instant, tankless, indirectly heated)
    2. Typical water heater defects (e.g., improper vent/flue materials, condition, unsafe locations, connections)
    3. Accessory items (e.g., drainpans, seismic restraints)
    4. Connections to and controls for energy source
    5. Combustion air requirements

6. Maintenance concerns and procedures
7. Safety issues, applicable standards, and appropriate terminology

e. Fuel storage and fuel distribution systems
1. Common types, materials, applications, installation methods, and construction techniques
2. Typical defects
3. Defects in above-ground oil/gas storage tanks
4. Fuel leak indications, repairs, and remediation methods
5. Basic components of gas appliance valves and their functions
6. Tank restraints and supports
7. Underground storage tank indicators and reporting requirements
8. Maintenance concerns and procedures
9. Safety issues, applicable standards, and appropriate terminology

f. Drainage sumps, sump pumps, sewage ejection pumps, and related piping
1. Common types, materials, applications, installation methods, and construction techniques
2. Typical defects
3. Sump pump location significance
4. Pump discharge location significance
5. Wiring installation methods
6. Maintenance concerns and procedures
7. Safety issues, applicable standards, and appropriate terminology

Task 8: Interior Systems

a. Walls, ceiling, floors, doors, and windows
1. Types of defects in interior surfaces not caused by defects in other systems
2. Typical defects in interior surfaces caused by defects in other systems
3. Safety issues, applicable standards, and appropriate terminology

b. Walls, ceiling, floors, doors, windows, and related fire/life safety equipment
1. Common wall, ceiling, floor, door, and window types, materials, applications, installation methods and construction techniques
2. Typical defects
3. Egress requirements
4. Applicable fire/safety and occupancy separation requirements (e.g., smoke detectors, window bars, ladders, firewalls, firedoors, and penetrations)
5. Operation of windows, doors, window bars, and other fire/life safety equipment and components
6. Maintenance concerns and procedures
7. Safety issues, applicable standards, and appropriate terminology

c. Steps, stairways, landings, and railings
1. Common step, stairway, landing, and railing types, materials, applications, installation methods and construction techniques
2. Typical defects
3. Maintenance concerns and procedures
4. Safety issues, applicable standards, and appropriate terminology

d. Installed countertops and cabinets
1. Common cabinet and countertop types, materials, applications, installation methods and construction techniques
2. Typical defects
3. Maintenance concerns and procedures
4. Safety issues, applicable standards, and appropriate terminology

e. Garage doors and operators
1. Common garage door and door operator types, materials, applications, installation methods and construction techniques
2. Typical defects
3. Maintenance concerns and procedures
4. Safety issues, applicable standards, and appropriate terminology

Task 9: Fireplace and Chimney Systems

a. Fireplaces, solid-fuel burning appliances, chimneys, and vents
1. Common manufactured fireplaces and solid-fuel burning appliance types, materials, applications, installation methods and construction techniques
2. Common manufactured fireplaces and solid-fuel burning appliance chimney, vent connector, and vent types, materials, applications, installation methods and construction techniques of direct-vent and non-vented fireplaces
3. Common masonry fireplace types, materials, applications, installation methods and construction techniques
4. Common direct-vent fireplace vent types, materials, applications, installation methods and construction techniques
5. Chimney terminations (e.g., spark arrestors)
6. Chimney height and clearance requirements
7. Theory of heat transfer and fire safety fundamentals
8. Effects of moisture and excessive heat on fireplaces
9. Fuel types and combustion characteristics
10. Typical defects
11. Combustion air supply requirements
12. Operation of equipment, components, and accessories
13. Maintenance concerns and procedures
14. Safety issues, applicable standards, and appropriate terminology

III. Reporting (26%)

Task 1: Distinguishing Characteristics

Describe building systems and components in accordance with the agreement with the client by documenting distinguishing characteristics (e.g., type, size, location) and inspection methods (when necessary) to inform the client.

a. Knowledge of:
   1. Minimum and critical information required in an inspection report (e.g., property data, participants, weather conditions, inspection methods, systems and components inspected, findings)
   2. Distinguishing characteristics of system or component (e.g., type, size, location)

b. Skill in:
   1. Documenting distinguishing characteristics (e.g., type, size, location)
   2. Documenting inspection methods, limitations, and restrictions to inspection

Task 2: Condition

Communicate in writing the condition of systems and components to inform the client.

a. Knowledge of terminology for describing findings and defects

b. Skill in:
   1. Documenting findings and defects clearly and completely
   2. Documenting evidence of an adverse condition even if the evidence is not conclusive
   3. Documenting notification to third parties about unsafe conditions that required immediate action, if any
   4. Documenting limitations and restrictions

Task 3: Action/Consequence

Document the need for correction or additional evaluation in order to inform the client.

a. Knowledge of consequences associated with property defects

b. Skill in describing clearly and completely a recommendation based on the inspection findings

IV. Professional Practice (5%)

Task 1: Elements of the inspection contract

a. Knowledge of:
   1. Purpose of a contract
   2. Elements of a contract

Task 2: Third-party stakeholders with financial or technical interests (e.g., lenders, sellers, builders, code officials)

Knowledge of:

a. Nature of conflict of interest among third parties

b. Appropriate protocols for disclosing inspection information to third parties

Task 3: Conditions of immediate safety concern

Knowledge of:

a. The duty to inform parties at risk of immediate life-threatening conditions

b. The duty to inform the client of the disclosure to others of immediate life-threatening conditions

Task 4: Inspector financial responsibilities

Knowledge of types of business insurance (e.g., errors and omissions, general liability, bonding)

Task 5: Professional conduct

Knowledge of:

a. Fundamental legal concepts (e.g., fiduciary responsibility, contractual responsibility, liability, negligence, due diligence)

b. Need to disclose and document conflicts of interest of the home inspector

c. Inspector behavior that adversely affects concerned parties (e.g., harassment, racism, libel, slander)

d. Methods for responding to a complaint

e. Boundaries of personal expertise and professional scope of practice

NHIE SAMPLE QUESTIONS

Following are samples of the types of questions used in the National Home Inspector Examination. These samples do not represent the full range of content or difficulty levels contained in the examination, but they will help you become familiar with the format and style of questions on the test. Select the BEST answer to each question and then check your responses with the key that follows.

1. A gas-fired clothes dryer exhaust vent:
   A. must be at least a class B type vent
   B. may vent into a vent or chimney used by a gas furnace
   C. must be screened at the duct termination
   D. must be vented to the outdoors

2. When a central air conditioning compressor is operating properly:
   A. the low pressure line is warm and the high pressure line is cold
   B. the low pressure line is cold and the high pressure line is warm
   C. cold air will be exhausted from the condensing unit
   D. condensation will form on the high pressure line

3. Most problems with concrete are caused at the time of installation. What single factor causes most of these?
   A. the concrete has insufficient thickness
   B. too much water is added
   C. too much portland cement is added
   D. too little portland cement is used

4. Which of the following BEST describes this report statement? "The gutters are pitted and it would be foolish to repair them. Replacement with copper gutters would be more prudent."
   A. Disclaimer of potential failing system
   B. Appropriate recommendation
   C. Implication of condition
   D. Overstepping of inspector's role

5. Metallic-sheathed cable, commonly called BX/Armored Cable:
   A. may be used beneath covered decks and under exterior eaves
   B. is the preferred wiring system for kitchen disposers
   C. does not require a third copper grounding conductor
   D. requires a bare copper grounding conductor

6. Which of the following is NOT a function of roof expansion joints in low slope roofing?
   A. Accommodate roof movement from thermal expansion
   B. Help prevent membrane splits
   C. Help prevent loss of mineral granules or gravel
   D. Reduce ridging in roof membrane

ANSWER KEY

1. D	4. D
2. B	5. C
3. B	6. C

EXAMINATIONS BY PSI LICENSURE:CERTIFICATION

The NHIE has contracted with PSI to conduct its examination program. PSI provides examinations through a network of computer examination centers in Tennessee and in many areas throughout the United States.

EXAMINATION SCHEDULING PROCEDURES

Examination Fee	$195

NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE

The fee is for each registration, whether you are taking the examination for the first time or repeating. You may re-take the National Home Inspector Examination as many times as you need.

INTERNET REGISTRATION

You may schedule for your test by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, www.psiexams.com. You may schedule for a test via the Internet 24 hours a day.

1. Complete the registration form online and submit your information to PSI via the Internet.

2. Upon completion of the online registration form, you will be given the available dates for scheduling your test.

TELEPHONE REGISTRATION

For telephone registration, you will need a valid VISA or MasterCard.

1. Complete the Examination Registration Form, including your credit card number and expiration date, so that you will be prepared with all of the information needed to register by telephone.

Call (800) 733-9267, 24 hours a day and register using the Automated Registration System. Otherwise, PSI registrars are Monday through Friday, between 6:30 am and 7:00 pm and Saturday, between 10:00 am and 4:00 pm, Central Time, to receive the information listed on your Examination Registration Form and schedule your appointment for the examination.

FAX REGISTRATION

For Fax registration, you will need a valid VISA or MasterCard.

Complete the Examination Registration Form, including your credit card number and expiration date.

1. Fax the completed form to PSI (702) 932-2666. Fax registrations are accepted 24 hours a day.

2. If your information is incomplete or incorrect, it will be returned for correction.

Please allow 4 business days to process your Registration. After 4 business days, you may call PSI to schedule the examination, (800) 733-9267.

STANDARD MAIL REGISTRATION

1. Complete the Examination Registration Form found in this Candidate Information Bulletin. BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE EXAMINATION REGISTRATION FORM. IMPROPERLY COMPLETED FORMS WILL BE RETURNED TO YOU UNPROCESSED.

   Return the completed original form to PSI with the appropriate examination fee. Payment of fees can be made by money order or cashier's check. Money orders or cashier's checks should be made payable to PSI. Print your social security number on your check or money order to ensure that your fees are properly assigned. **CASH, COMPANY CHECKS, PERSONAL CHECKS, MASTERCARD, AND VISA ARE NOT ACCEPTED.**

Please allow 2 weeks to process your Registration before scheduling for your examination.

SCHEDULING AN APPOINTMENT TO TAKE THE EXAMINATION

Once you have made payment for your examination services, you are ready to schedule your examination. It is important to remember that you are responsible for contacting PSI to schedule your examination. PSI will make every effort to schedule the examination site and time that is most convenient for you. To schedule your examination using a touch-tone phone, call PSI 24 hours a day at (800) 733-9267. To schedule with a PSI registrar, Monday through Friday, between 6:30 am and 7:00 pm and Saturday, between 10:00 am and 4:00 pm, Central Time. If space is available in the examination site of your choice, you may schedule an examination 1 day prior to the examination date of your choice, up to 4:00pm PT (6:00pm CT). Please be prepared to offer alternate examination appointment choices.

Note: only the candidate may schedule an appointment through a CSR, not a friend or relative.

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. For example, for a Wednesday appointment, the cancellation notice would need to be received on the previous Monday. You may call PSI at (800) 733-9267. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.

Note: A voice mail message is not an acceptable form of cancellation. Please use the Internet, automated telephone system (IVR), or call PSI and speak to a Customer Service Representative.

MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the schedule examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

SPECIAL EXAMINATION ARRANGEMENTS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination should request for alternative arrangements with PSI. Requests for any special accommodations should be made in writing, describing the specific accommodations that will be needed, and must include supporting documentation on official letterhead from a licensed professional.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

SOCIAL SECURITY NUMBER CONFIDENTIALITY

PSI will use your social security number only as an identification number in maintaining your records and reporting your examination scores to the state. A Federal law requires state agencies to collect and record the social security numbers of all licensees of the professions licensed by the state.

EXAMINATION SITE LOCATIONS

The examinations are administered at the examination centers listed below:

Chattanooga
6918 Shallowford Rd, Suite 309
Chattanooga, TN 37421

Take I-24 thru Chattanooga. Merge onto I-75 N (toward Knoxville). Take Exit #5 - Shallowford Rd. Turn Left onto Shallowford. The office is on the left.

Jackson
368 North Parkway, #3
Jackson, TN 38305

From I-40, Exit 80A onto South 45 Bypass. Third Signal light is North Parkway. Go left onto North Parkway and then go right into the first driveway on your right.
From the South, take Bypass 45 North to North Parkway and go right onto North Parkway and right into first driveway on the right.
North Parkway is also known as Business Route 412. Coming from the east on 412, turn left into last driveway on the left. Coming from the West on North Parkway, turn right into the first driveway on the right, after crossing the 45 Bypass. PSI is directly across the street (North Parkway) from the China Palace Buffet.

Johnson City
904 Sunset Drive, Ste 7A
Johnson City, TN 37604

Take I26 to exit 36. Go south on Highway 381 (North State of Franklin Rd) approx 2.2 miles. At the 4th light turn left (this is Sunset Drive), go approx .7 tenths of a mile. There is a large Building on the left hand side of the road. This is 904 Sunset Drive. Suite 7A is in the row of office spaces behind this building.

Knoxville
308 North Peters Rd, Ste 205
Knoxville, TN 37922

From East Knoxville
I-40 West (I-75 South) to exit #378 (Cedar Bluff). Take a left upon exiting (under freeway). Take a right on N Peters Rd at the second traffic light (Market Place). Take a right into Advantage Place (across from Microtel Hotel). Take first left into parking lot.

From West Knoxville (Farragut or anywhere west of Knoxville)
I-40 East (I-75 North) to exit #378 (Cedar Bluff). Take a right onto Cedar Bluff Rd. Take a right on N Peters Rd at the first traffic light (Market Place). Take a right into Advantage Place (across from Microtel Hotel). Take first left into parking lot.

From North Knoxville
I-275 South to I-40 West I-40 West (I-75 South) to exit #378 (Cedar Bluff). Take a left upon exiting (under freeway).
Take a right on N Peters Rd at the second traffic light (Market Place). Take a right into Advantage Place (across from Microtel Hotel). Take first left into parking lot.

From Kingston Pike
Head west on Kingston. Take a right at Cedar Bluff Rd. Take a left on N Peters Rd at the first traffic light (Market Place). Take a right into Advantage Place (across from Microtel Hotel). Take first left into parking lot.

Memphis
Apple Tree Center
6099 Mt. Moriah Extended, Suite 17
Memphis, TN 38115

Coming North from Mississippi on Interstate Hwy 55, take Interstate Hwy 240 East. Proceed 8.5 miles to Mt. Moriah Rd. Exit. Go South on Mt.Moriah Road 2.2 miles. Apple Tree Center is on the right (just past the intersection with Hickory Hill and Ridgeway roads).

Coming West on Interstate Hwy 40 from Nashville, exit on Interstate Hwy 240 West (the ring road). Proceed approx. 6.5 miles. Pass Poplar Ave. exit and then take Mt. Moriah Road Exit. Turn left (South) on Mt. Moriah and proceed 2.2 miles to Apple Tree Center on the right.

Coming East on Interstate Hwy 40, exit onto Interstate Hwy 240 South. Go approx. 6 miles to the junction with Interstate Hwy 55. Then proceed another 8.5 miles on Interstate Hwy 240 East, passing Airways Blvd., Lamar Ave., Getwell and Perkins Road exits, before exiting on Mt. Moriah Road.

For all going South on Mt. Moriah Rd., take the second *entrance into Apple Tree Center. Turn left between the two buildings on the left. Then, proceed to Suite 17, which is the last suite on the left (in Bldg. 6099).*

Nashville
The Oaks
1101 Kermit, Suite 630
Nashville, TN 37217

From I-40 East, take exit onto I-24 (Exit 213-A). Take Murfreesboro Road at the first exit (Exit 52). Stay in the right lane on the ramp, as the exit appears while you are still in the curve. On Murfreesboro, stay in the left lane. You will pass Days Inn and H.G. Hill grocery on your right. Turn left onto Kermit St when there is a McDonald's on your right. Turn left onto Kermit St. PSI is in the first building on your right; it is a 6 story, square black building. Turn right to park; enter from the parking lot. Elevators are just inside the door. When you exit the elevator on the 6th floor, look to your right; Suite 630 is just a few steps away.

From I-40 West, take exit onto Briley Parkway, turn left onto Briley. Exit onto Murfreesboro Rd. Stay in the right lane. Turn right onto Kermit St between a Firestone store and Silverado Dance Hall. Turn right onto Kermit St. PSI is in the first building on your right; it is a 6 story, square black building. Turn right to park; enter from the parking lot. Elevators are just inside the door. When you exit the elevator on the 6th floor, look to your right; Suite 630 is just a few steps away.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. ***If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.***

REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide 2 forms of identification. One must be a VALID form of government issued identification (driver's license, state ID, passport, military ID), which bears your signature and has your photograph or a complete physical description. The second ID must have your signature and preprinted legal name. All identification provided must match the name on the Examination Registration Form.

If you cannot provide the required identification, you must call (800) 733-9267 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. *Failure to provide all of the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination.*

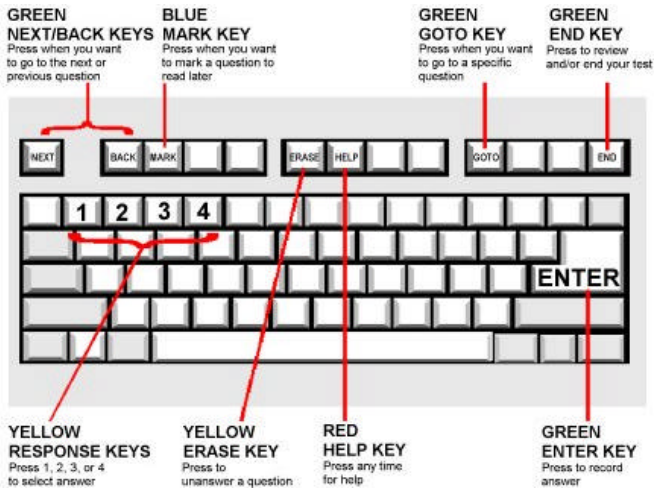
SECURITY PROCEDURES

The following security procedures will apply during the examination:

- Cell phones, pagers, and children are not allowed in the examination site.
- Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be allowed in the examination site.
- No smoking, eating, or drinking will be allowed in the examination site.
- Copying or communicating examination content is a violation of PSI security policy. Either one may result in the disqualification of examination results and may lead to legal action.

TAKING THE EXAMINATION BY COMPUTER

Taking the PSI examination by computer is simple. You do not need any computer experience or typing skills. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. An illustration of the special keyboard is shown here. You may also use a mouse.



IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

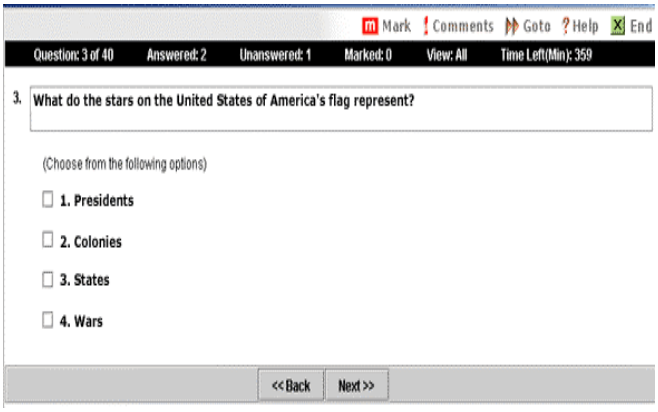
TUTORIAL

Before you start your examination, an introductory tutorial to the computer and keyboard is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

EXAMINATION QUESTION EXAMPLE

During the examination, you should press 1, 2, 3, or 4 to select your answer or press "MARK" to mark it for later review. You should then press "ENTER" to record your answer and move on to the next question. A sample question display follows:



IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

PRETEST ITEMS

In addition to the number of questions per examination, a small number of five to ten "pretest" questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

EXAMINATION REVIEW

Comments on questions on the National Home Inspector Examination are reviewed by the Examination Board of Professional Home Inspectors with the advice of its test development contractor. Should a question require modification or elimination such that failing scores might be changed, affected candidates will be rescored. In no case will resolution of candidate comments result in modification of individual candidate scores. Comment determinations that do not affect passing scores will not be applied, but may affect future versions of the exam.

SCORE REPORTING

Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:

- **On screen** – your score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination;
  - If you **pass**, you will immediately receive a successful notification.
  - If you **do not pass**, you will receive a diagnostic report indicating your strengths and weaknesses by examination type with the score report.
- **On paper** – an unofficial score report will be printed at the examination site.

HOW THE TEST IS SCORED

Your pass/fail status is determined by whether you answered enough questions correctly to meet or exceed the pass point of the examination. This pass point, or cut score, is established by a criterion-referenced methodology suggested in accepted standards for public protection examinations. This methodology ensures that home inspectors who pass the test are competent to practice in the public arena.

The National Home Inspector Examination is "scale scored" from 200-800, with 500 as the pass point.

It's important to keep in mind that your total score on the examination is not the average of the subscores in each of the content areas on a failing score sheet. Some content areas contain more questions than others. Also, the number of available "points" is not related to the number of questions, because items vary in difficulty, criticality and importance to competent practice.

USING YOUR SCORE REPORT

If you took this examination to qualify for licensing or other regulation in your state, contact the regulating agency to determine how to submit your passing score report. You will find links to regulatory bodies at www.homeinspectionexam.org.

If you took this examination to qualify for a professional membership organization, contact that organization for instructions.

DUPLICATE SCORE REPORTS

You can write to PSI to request a duplicate of your score report for up to 1 year after your examination. The fee for a duplicate score report is $15. *Money Order or cashier's check ONLY.*

APPLICATION PROCESS

Once you have passed this examination, you will need to apply for licensure with the Department of Commerce and Insurance.

All questions and requests for information pertaining to the licensure process should be directed to the Department of Commerce and Insurance.

Department of Commerce and Insurance
Home Inspector Licensing Program
500 James Robertson Parkway
Nashville, TN 37243
(615) 253-1743
Fax (615) 741-6470
http://www.state.tn.us/commerce/boards/hic/index.html

A FINAL WORD

Home inspection professionals offer a vital service to the public in evaluating the condition of a prospective home. The Examination Board of Professional Home Inspectors believes that all home inspectors should meet minimum knowledge and practice standards. The National Home Inspector Examination is designed to assess these qualities in order to meet regulatory or membership organization requirements.

GOOD LUCK!

TENNESSEE NATIONAL HOME INSPECTOR EXAMINATION
REGISTRATION FORM

Before you begin. . .

Read the Candidate Information Bulletin before filling out this registration form. You must provide all information requested and submit the appropriate fee. PLEASE TYPE OR PRINT LEGIBLY. Registration forms that are incomplete, illegible, or not accompanied by the proper fee will be returned unprocessed. Registration fees are not refundable.

1. **Legal Name:** Last Name | First Name | M.I.

2. **Social Security:** ___ - ___ - ____ *(FOR IDENTIFICATION PURPOSES ONLY)*

3. **Mailing Address:** Number, Street | Apt/Ste

City | State | Zip Code

4. **Telephone:** Home ___ ___ - ____ Office ___ ___ - ____

5. **Birth Date:** M M - D D - Y Y Birth Place: City | State

6. **Email:** _____@_____

7. **Examination:** (Check one) ☐ Home Inspector $195 ☐ Reciprocal Inspector $195

(Check one) ☐ FIRST TIME ☐ RETAKE

8. **School Code:** ____ *See next page for codes.*

9. **Total Fee $**_____ (Money Order or Cashier's Check only. Personal and company checks are not accepted.)

Credit card (MasterCard or VISA) payment accepted for phone or fax registrations only. (Check One): ☐ MC ☐ VISA

Card No:_____ Exp. Date:_____

Card Verification No:_____ *For your security, PSI requires you to enter the card identification number located on your credit card. The card identification number is located on the back of the card and consists of the last three digits on the signature strip.*

Cardholder Name (Print):_____ Signature:_____

10. ***I am enclosing a Special Arrangement Request letter and required documentation.*** ☐ Yes ☐ No

☐ Check this box if you do not want PSI to share your information with third parties. Please note that PSI will NOT release social security numbers to 3rd parties.

11. **Affidavit:** *I certify that the information provided on this registration form (and/or telephonically to PSI) is correct. I understand that any falsification of information may result in denial of licensure. I have read and understand the Candidate Information Bulletin.*

Signature:_____ **Date:**_____

IF YOU ARE REGISTERING BY MAIL OR FAX, SIGN AND DATE THIS REGISTRATION FORM ON THE LINES PROVIDED.

Complete and forward this registration form with the applicable examination fee to:

PSI licensure:certification * ATTN: Examination Registration TN HI
3210 E Tropicana Ave * Las Vegas, NV* 89121
Fax (702) 932-2666 * (800) 733-9267 * TTY (800) 735-2929 * www.psiexams.com

TENNESSEE SCHOOL CODE LIST

0106	Allied Business Schools, Inc.
0101	American Home Inspectors Training Institute, Ltd.
0105	American Inspectors Society (AIS)
0107	A Better School of Building
0102	The Home Inspection Institute, Inc.
0108	Kaplan Professional Schools/Inspection Training
0109	National Institute of Building Inspectors (NIBI)
0110	National Property Inspections, Inc.
0111	Penn Foster Career School
0112	Professional Home Inspection Institute (PHII)
0103	Southwest Tennessee Community College
0104	TREES, Inc.
9999	Unknown

PSI licensure:certification
3210 E TROPICANA
LAS VEGAS, NV 89121

FIRST CLASS MAIL